

HANDOUT 4.4 — INTERVENTION LANGUAGE REVIEW

Give an example of more and less effective things to say in each of the following situations.

Scenario #1

Jim rolls his eyes at Sally whenever she starts to make a point. Just now he said, “I don’t think we have time for this right now.” Sally looks really upset at being cut off by Jim. She immediately shuts down and withdraws from the discussion.

Wrong thing to say to Jim:

Effective thing to say to Jim:

Scenario #2

Al has a lot of good ideas; too many, in fact. He tends to talk way too much and dominates discussions.

Wrong thing to say to Al:

Effective thing to say to Al:

Scenario #3

The group was having a good discussion, but now everyone is listening in silence while two members argue heatedly. Some of the members look uneasy and time is slipping away.

Wrong thing to say to the team:

Effective thing to say to the team:

Source: Hinkey, L. and Engleby, Laura (instructors/editors). 2002. Navigating in Rough Seas: Public Policy Issues and Conflict Management. NOAA Coastal Services Center.